The future of knowledge work

Intel Labs
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Five key findings

1. Flexibility becomes the key requirement
2. Dynamic teams; guns for hire
3. Office location and the human condition
4. Electronic team mates
5. Intelligent agents: the second wave of consumerization
1. Flexibility becomes the key requirement
Changing Expectations of the Workforce

- Flexibility is the key desire
  - Where, when, how, and how long
  - Young and mature workers
  - Split time: traditional roles, cultivation of entrepreneurial opportunities, volunteering, and leisure
  - Flexibility and remote access trump salary
- Social responsibility expected
- Personalized engagement expected
2. Dynamic team structures the norm

Employee = “Gun for Hire”
New Employment Models

- Dynamic employee staffing
  - Resource pool
  - Skills, interests and availability
- Talent marketplaces
- Open innovation and crowd sourcing

Tenure

Flexibility

Today’s Employee

Dynamic Teams

Contractor

Open Innovation

Crowd Sourcing
3. Office location and the human condition
Office location and the human condition

- Permanent office space gives way to more flexible options
  - Real estate costs represent significant overhead
  - Dispersed workforce in a myriad of locations
  - Workers increasingly desire mobile options

- Office location is dynamic and changing
  - Office becomes a temporary anchor point for human interaction instead of a daily destination
  - Location that best enables productivity becomes the norm (type of task, role of job, needed tools)

- Office as a Service (OaaS) becomes a strategic tool
  - Land employees in the right place, at the right time
  - Leasing, rental, multi-company shared spaces, temporary formats

- “Virtually being there” is a long term goal
  - Ambient sociability to hang out
  - Homing from Work
4. Electronic team mates: Smart systems become the colleagues of tomorrow
Smart systems as new team mates

- **Smart systems**
  - Ingest historical information and current trends
  - Collaborate to recommend best approaches
  - Game changing across a broad set of domains
  - Help humans focus on their unique value

- **Knowledge workers freed from low level tasks - or increase their competence**
5. Personal data agents make life easier, but present the next big IT challenge

- Calendaring agent
- Travel agent
- Wellness agent
- Shopping agent
- Finance agent
Questions